

WASHINGTON, DC 20554

VIRGINIA PCS ALLIANCE, L.C. AND RICHMOND 20 MHz, LLC (NTELOS)

Also included in Exhibit A is the urban rate benchmark study data for NTELOS, showing how NTELOS' basic rates compare to the urban rate benchmark of \$34.83. Note that this is the urban rate benchmark released in 2007. The 2008 figure had not been released as of the date this filing was made.

3) Provide progress reports on the ETC's five-year service quality improvement plan, detailing progress towards meeting its plan targets; an explanation of how much universal service support was received and how the support was used to improve signal quality, coverage, or capacity; and an explanation regarding any network improvement targets that have not been fulfilled. The information should be submitted at the wire center level;

Attached as Exhibit B is the NTELOS five-year plan demonstrating the use of universal service support received for ETC designated areas in Virginia. NTELOS received \$1,179,375 for 2007 high-cost universal service support for the Commonwealth of Virginia. A map of NTELOS' planned build out is also attached.

4) Provide detailed information on any outage lasting at least 30 minutes, for any service area in which an ETC is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or that potentially affect a 911 special facility. Annual report must include: (1) the date and time of onset of the outage; (2) a brief description of the outage and its resolution; (3) the particular services affected; (4) the geographic areas affected by the outage; (5) the steps taken to prevent a similar situation in the future; and (6) the number of customers affected;

Attached as Exhibit C is the Outage Report of NTELOS for 2007 with the data requested.

5) Detail the number of requests for service from potential customers within its service areas that were unfulfilled for the past year. The ETC must also detail how it attempted to provide service to those potential customers;

NTELOS had no unfulfilled service requests in its service areas in 2007.

6) Detail the number of complaints per 1,000 handsets or lines;

For 2007, NTELOS had an average of 115.3 tickets per 1,000 customers. The ticket counts include not only complaints, but a multitude of other issues and technical questions such as dropped calls, handset issues, multimedia/data/voicemail problems, no signal, outages, roaming issues and sound quality. Our ticket counts are compiled by our customer care team which logs all inquiries from customers for the issues above as tickets for tracking purposes. This is a slight decrease from 2006 where we showed 140.41 tickets per 1,000 customers.

7) Certify that the ETC is complying with applicable service quality standards and consumer protection rules, e.g., the CTIA Consumer Code for Wireless Service;

NTELOS has adopted the CTIA Consumer Code and provides customer service based on the principles of the Code. NTELOS also adheres to all applicable state and federal laws.

8) Certify that the ETC is able to function in emergency situations;

NTELOS has a Disaster Preparedness Plan that thoroughly outlines the processes and procedures setup to handle any emergency situation that may arise. The Plan covers the steps in place to mitigate risks, prepare for potential emergency situations, respond to emergencies, and recover from any damage as a result of the emergency. Such steps defined for minimizing risk and preparing for emergencies include defining roles and responsibilities in an emergency situation, assessing potential threats and vulnerabilities, developing emergency checklists, conducting annual disaster training, designing an Emergency Operations Center for use in case of an emergency, power loss planning and creating notification procedures. The response and recovery plan includes defining members of teams needed to handle the situation, describing their roles in an emergency as well as maintaining event logs to record information pertaining to the disaster.

9) Certify that the ETC is offering local usage plans comparable to those offered by the incumbent local exchange carrier (LEC) in the relevant service areas;

NTELOS offers calling plans that are superior to the LEC. NTELOS' calling area is larger than the local calling scope provided by the incumbent wireline company. Calling features such as caller ID, voicemail and call waiting are all standard services included with the calling plans.

10) Certify that ETC acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

NTELOS acknowledges that it may be required to provide equal access if no other ETC in the designated service area is providing equal access.

11) Provide the Study Area Code (SAC), whether the filer is a Rural Carrier and/or a Non-Rural Carrier, and whether the filer is an Incumbent or a Competitive Carrier.

The Study Area Code (SAC) for NTELOS is 199008. NTELOS is a Non-Rural, Competitive carrier.

EXHIBIT A

AFFIDAVIT

**AFFIDAVIT OF CARL ROSBERG IN SUPPORT
OF VIRGINIA PCS ALLIANCE, L.C.'s AND RICHMOND 20 MHZ, LLC's
USE OF FEDERAL UNIVERSAL SERVICE SUPPORT**

STATE OF VIRGINIA

CITY OF WAYNESBORO

I, Carl Rosberg, declare as follows:

- 1.) I am employed by NTELOS Inc. as its President – Wireless. I am an officer of Virginia PCS Alliance, L.C. and Richmond 20 MHZ LLC and am authorized to give this affidavit on its behalf.
- 2.) Under 47 C.F.R. [§ 54.313/§ 54.314], the Commission is required to submit an annual certification to the Federal Communications Commission (“FCC”) and the Universal Service Administrative Company (“USAC”), certifying that rural and non-rural incumbent local exchange carriers and/or eligible telecommunications carriers serving lines in the service area of a rural and non-rural incumbent local exchange carrier within the Commonwealth of Virginia will use federal high-cost universal service support in a manner consistent with section 254(e) of the Telecommunications Act of 1996 (the “Act”), 47 U.S.C. § 254(e). Absent such certification, such carriers will not receive universal service support. In order for carriers to receive federal support beginning January 1 of each year, the Commission’s certification must be filed with the FCC and USAC by October 1 of the preceding year.
- 3.) NTELOS Inc. hereby certifies that the federal high-cost universal service support Virginia PCS Alliance, L.C. and Richmond 20 MHZ LLC will receive in 2009 will be used for the services and functionalities outlined in 47 C.F.R. § 54.101(a), and that it will only use the federal high-cost support it receives for the provision,

maintenance and upgrading of facilities and services for which such support is intended, consistent with section 254(e) of the Act. NTELOS operates under Study Area Code (SAC) 199008 and is a Non-Rural, Competitive carrier.

- 4.) Also, pursuant to 47 C.F.R. §54.316, the Commission is required to certify to the FCC and USAC that NTELOS' basic rates in rural areas of the Commonwealth of Virginia served by non-rural incumbent local exchange carriers are reasonably comparable to urban rates in order that NTELOS can receive universal service support in 2009. NTELOS' basic rates in rural areas are comparable to the FCC's current urban rate benchmark of \$34.83. Note that this is the urban rate benchmark released in 2007 as the 2008 figure had not been released as of the date of this filing.

FURTHER AFFIANT SAYETH NOT.



Carl Rosberg
President – Wireless
NTELOS Inc.

Subscribed and sworn to before me this 25th day of August, 2008.


Notary Public

My commission expires: 9/30/08

Comparison of Virginia PCS Alliance and Richmond 20MHz LLC ("NTELOS") Rates in Rural Wire Centers to National Urban Rate Benchmark – Virginia

| <u>Charge or Credit</u> | <u>Plan Amount</u> |
|--|--------------------|
| Monthly Line Charge- 100 anytime minutes package | \$19.99 |
| Monthly Average Usage | \$0.99 |
| Regulatory Cost Recovery Fee * | \$3.21 |
| Wireless E-911 Fee | \$0.75 |
| Subtotal | \$24.94 |
| Federal Excise Tax | \$0.00 |
| TOTAL | \$24.94 |
| National Urban Rate Benchmark – 2007 figure** | \$34.83 |
| Amount <u>below</u> the Benchmark | \$9.89 |

*The Regulatory Cost Recovery Fee is comprised of two elements. The first is a \$1.38 charge relating to the recovery of government mandated regulatory programs including Wireless Number Portability and Universal Service Programs (\$0.89) for all customers. The second is a \$1.83 charge that is assessed for Sales Tax Surcharge, GPS service fee and an Interconnect fee.

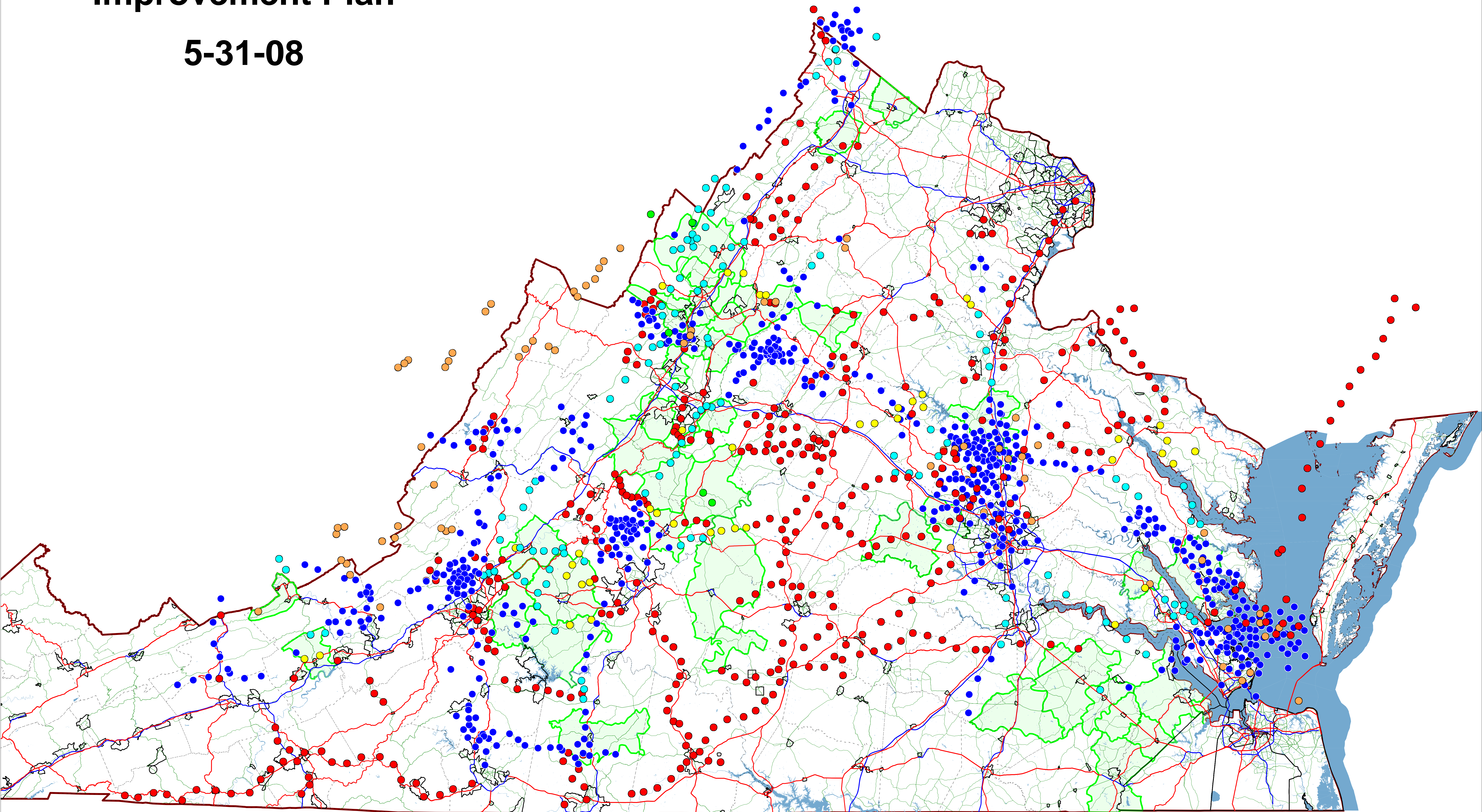
**The 2008 National Urban Rate Benchmark had not been released as of the date this filing was made so the 2007 figure was used for the calculation.

EXHIBIT B

NTELOS FIVE-YEAR BUILD PLAN AND MAP

| VIRGINIA PCS ALLIANCE - 5-YEAR BUILDOUT PLAN IN VIRGINIA | | | | | | | | | | | | | | | | | |
|--|-------------|---------------------------|------------------|------------------|---------------------------|------------------|------------------|---------------------------|------------------|------------------|---------------------------|------------------|------------------|---------------------------|------------------|------------------|--|
| CLLI | Wire Center | 2008 Signal Quality | 2008 Capacity | 2008 Coverage | 2009 Signal Quality | 2009 Capacity | 2009 Coverage | 2010 Signal Quality | 2010 Capacity | 2010 Coverage | 2011 Signal Quality | 2011 Capacity | 2011 Coverage | 2012 Signal Quality | 2012 Capacity | 2012 Coverage | |
| AMHRVAXA | AMHERST | \$0 | \$224,111 | \$89,772 | \$0 | \$23,379 | \$389,868 | \$0 | \$46,758 | \$177,504 | \$0 | \$46,758 | \$177,504 | \$0 | \$46,758 | \$177,504 | |
| APMTVAXA | APPOMATTOX | \$0 | \$212,364 | \$284,196 | \$0 | \$38,965 | \$144,420 | \$0 | \$38,965 | \$144,420 | \$0 | \$38,965 | \$144,420 | \$0 | \$38,965 | \$543,108 | |
| BCHNVABH | BUCHANAN | \$0 | \$283,152 | \$118,296 | \$0 | \$31,172 | \$219,408 | \$0 | \$38,965 | \$148,620 | \$0 | \$38,965 | \$148,620 | \$0 | \$38,965 | \$148,620 | |
| BDFRVABD | BEDFORD | \$0 | \$578,051 | \$232,392 | \$0 | \$62,344 | \$434,616 | \$0 | \$77,930 | \$421,596 | \$0 | \$93,516 | \$454,680 | \$0 | \$101,309 | \$379,692 | |
| BEVLVABV | BERRYVILLE | \$0 | \$22,793 | \$20,124 | \$0 | \$7,793 | \$20,484 | \$0 | \$7,793 | \$20,484 | \$0 | \$7,793 | \$20,484 | \$0 | \$7,793 | \$20,484 | |
| BRWVRVAXA | BRIDGEWTR | \$0 | \$70,788 | \$127,836 | \$0 | \$15,586 | \$157,440 | \$0 | \$23,379 | \$86,652 | \$0 | \$23,379 | \$86,652 | \$0 | \$23,379 | \$86,652 | |
| BRWVVVAXA | BROADWAY | \$0 | \$212,364 | \$85,572 | \$0 | \$23,379 | \$86,652 | \$0 | \$23,379 | \$86,652 | \$0 | \$23,379 | \$86,652 | \$0 | \$23,379 | \$86,652 | |
| CHHMVACH | CHATHAM | \$0 | \$224,111 | \$89,772 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | |
| CRTDVAXA | CRITTENDEN | \$0 | \$10,368 | \$82,104 | \$0 | \$10,368 | \$83,184 | \$0 | \$10,368 | \$83,184 | \$0 | \$10,368 | \$83,184 | \$0 | \$10,368 | \$83,184 | |
| DBLNVADU | DUBLIN | \$0 | \$153,305 | \$61,248 | \$0 | \$15,586 | \$161,640 | \$0 | \$23,379 | \$190,524 | \$0 | \$31,172 | \$119,736 | \$0 | \$31,172 | \$119,736 | |
| DSPAVAXA | DISPUTANTA | \$0 | \$2,655 | \$24,804 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | |
| DSWLVAXA | DOSWELL | \$0 | \$2,655 | \$24,804 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | |
| EDOMVAXA | EDOM | \$0 | \$70,788 | \$28,524 | \$0 | \$7,793 | \$28,884 | \$0 | \$7,793 | \$28,884 | \$0 | \$7,793 | \$28,884 | \$0 | \$7,793 | \$28,884 | |
| EKTNVAXA | ELKTON | \$0 | \$70,788 | \$28,524 | \$0 | \$7,793 | \$128,556 | \$0 | \$15,586 | \$157,440 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$186,324 | |
| FKLNVAXB | Franklin | \$0 | \$2,655 | \$24,804 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$25,164 | \$0 | \$2,655 | \$118,687 | |
| GLCSVAXA | GLOUCESTER | \$0 | \$6,912 | \$64,536 | \$0 | \$6,912 | \$65,256 | \$0 | \$6,912 | \$94,620 | \$0 | \$6,912 | \$65,256 | \$0 | \$6,912 | \$530,543 | |
| GNMVDVAGW | GREENWOOD | \$0 | \$165,070 | \$65,448 | \$0 | \$15,586 | \$66,168 | \$0 | \$15,586 | \$66,168 | \$0 | \$15,586 | \$66,168 | \$0 | \$15,586 | \$66,168 | |
| GRTSVAXA | GROTTOES | \$0 | \$153,323 | \$160,560 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | \$0 | \$23,379 | \$90,852 | |
| HAYSVAXA | HAYES * | \$0 | \$6,912 | \$156,536 | \$0 | \$6,912 | \$156,856 | \$0 | \$6,912 | \$156,856 | \$0 | \$6,912 | \$156,856 | \$0 | \$6,912 | \$156,856 | |
| HRBGVAXA | HARRISONBG | \$0 | \$665,310 | \$261,792 | \$0 | \$62,344 | \$264,672 | \$0 | \$62,344 | \$264,672 | \$0 | \$62,344 | \$264,672 | \$0 | \$62,344 | \$264,672 | |
| IVORVAXA | IVOR | \$0 | \$2,655 | \$20,604 | \$0 | \$2,655 | \$20,964 | \$0 | \$2,655 | \$20,964 | \$0 | \$2,655 | \$20,964 | \$0 | \$2,655 | \$20,964 | |
| KZTWVAXA | KEEZLETOWN | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$99,672 | \$0 | \$7,793 | \$28,884 | |
| LDYSVAXA | LADYSMITH | \$0 | \$10,620 | \$99,216 | \$0 | \$10,620 | \$100,656 | \$0 | \$10,620 | \$100,656 | \$0 | \$10,620 | \$100,656 | \$0 | \$10,620 | \$285,374 | |
| LVTNVALN | LOVINGSTON | \$0 | \$566,304 | \$228,192 | \$0 | \$62,344 | \$330,744 | \$0 | | | | | | | | | |

**NTELOS 5 Year Quality
Improvement Plan
5-31-08**



- nTelos Site on Air - ETC Payout Area
- nTelos Site on Air - Non ETC Payout Area
- Planned nTelos Site - ETC Payout Area
- Planned nTelos Site - Non ETC Payout Area
- Proposed nTelos Site - ETC Payout Area
- Proposed nTelos Site - Non ETC Payout Area
- Current nTelos ETC Payout Area

EXHIBIT C

NTELOS MAJOR OUTAGE REPORT

Major Outages -- January 1, 2007 through December 31, 2007

| Date | Time Start | Time End | Duration | Geographic area | Element | Event | Impact | Root Cause/Resolution | Reported Trouble Tickets Per Tech Support (Reflects all tickets recorded by NTELOS for event and is not limited to ETC region being evaluated) | Number of customers potentially affected |
|------------|------------|----------|----------------|---|----------------------------|---|--|---|---|---|
| 2/6/2007 | 10:08pm | 7:15pm | 21 hrs 7 mins | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | DSX Cross Connect Panel | NTELOS Wire-line DSX cross connect module failed. | Customers unable to connect to BREW, the Internet or send/receive picture messages. IM trunks between VAW and VAE were impacted, so calls between markets were disrupted. Partial service (brew and mms) was restored at 12:25am by rerouting traffic prior to fully restoring DSX. | Discrepant DSX module | 100 | 254824 |
| 11/16/2007 | 8:50 AM | 9:50 AM | 1 hr 0 mins | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | SMSC | At 8:53 am the SMPI process 01020356 exceeded its buffer threshold, which caused the SMSC to go into overload protection. After investigating the SMSC operational logs, traffic logs and MGA operational log it was found that earlier in the day the MGA had been restarted and the SME 8 password was changed which caused the MGA to fail to connect to SME 8 on the SMSC. After observing this behavior Airwide Solutions support advised nTelos to perform a stop and start of the SMSC to restore the system and allowed the SMSC application to clear its buffers. At 9:41 am nTelos agreed to restart the system and at 9:44 am the system was restored. In addition, the password for SME 8 was restored which allowed the MGA to connect to SME 8. | Customers unable to send text messages getting "unable to send". | A full root cause analysis has been performed on the outage and found that a buffer leak in the SMPI process caused the SMSC to go into overload. The scenario has been reproduced in the lab environment and found that every time the MGA attempts to login to the SMPI process a buffer is used, however, this buffer is never released which eventually causes the process to run out of memory and fail. | 157 | 254824 |
| 8/27/2007 | 2:48pm | 1:00 AM | 10 hrs 12 mins | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Brew | BREW catalog no longer displaying all options. NTELOS worked with Qualcomm's tech support group and was able to push an older catalog to restore applications to customers (except the most current applications). | Customers that had handsets with minimal applications may have had no applications available. Some customers had no access to Ringtones. Some customers had only three categories to choose from. Within categories not all applications were present. | Brew platform is hosted by Qualcomm--no root cause for discrepancy was identified. | 30 | 254824 |
| 7/8/2007 | UNK | 12:00 AM | 17 days | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | SMSC | Due to high inter-nodal latency, delivery time for SMS messages would exceed threshold allowed by handsets. Individuals sending messages would receive a delivery failure message and the option to resend messages. If message was resent, the receiving party would receive multiple copies of message. | During busy periods for SMS usage, customers would receive delivery failed messages (though messages would eventually be delivered) and would often resend messages. If messages were resent, receiving party would receive duplicate messages. | System is being operated in simplex as a temporary work-around. | 59 | 254824 |
| 10/30/2007 | 10:15 AM | 12:15 PM | 2 hrs | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Data | Wireless Data Engineer installed a routing patch on the secondary AAA effective 10:15 am. No High Risk Notice was distributed and information regarding the change was not communicated. The change caused a Core data outage and interrupted MMS messaging, Brew downloads and Smartphone capability. Information regarding the change was finally communicated and the change was back-out at approximately 12:15 am. | Customers unable to send/receive MMS messages, access Brew or Smartphones unable to access data. | Maintenance activities were completed outside the maintenance window. This triggered an outage outside the maintenance window. Outage duration was extended by failure to adequately communicate details of change either before or after work was completed. | 25 | 254824 |
| 7/24/2007 | 10:00am | 12:00 AM | 2 hrs 42 mins | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | SMSC | Problem with message store impacted certain line ranges of other carriers. Message store was deleted by Airwide to resolve. | Customers were unable to send text messages to certain line ranges controlled by other carriers | Problem with message store has been identified and Airwide has incorporated a fix in their next software release. | 63 | 254824 |
| 03/23/07 | 1:00 AM | 5:45 PM | 3d18h45m | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Pre-pay | Verisign loaded a new patch on Thursday night. Pre-pay subscribers in Nortel markets with an LRN attached to their number or some subscribers with low balances were unable to retrieve voice mail from their handsets. Verisign patch was backed out on Monday to resolve issues. Since patch was backed out between 4:00 and 6:00 pm, there was some blocking associated with the resolution of the trouble. | Issue impacted subscribers who have LRNs attached (ported subs or MDNs in 1k blocks) and who were located in Nortel markets. Subscribers were also affected when their calls were routed to the IVR before being passed back to the MSC for call completion (i.e. low balance situation). These calls were not being routed to the voicemail platform properly and this resulted in a looping of the Smartpay low balance message. | Verisign loaded patch on morning of 3/23/07 that changed treatments related to customers with LRNs attached to their numbers or with low balances | | 4846 |
| 03/08/07 | 3:14 AM | 1:42 PM | 4d10h28m | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Brew | Tech Support received word that Brew application download attempts were failing. Qualcomm was engaged and corrected discrepancy. | Attempts to download a Brew application got the error 1281. | During the Oracle Data Base migration from Standard to Enterprise a Bridgewater script used to export the Data Base did not have the table space named "brewtransactions". This table is required in the Oracle Data Base for the Bridgewater BREW Integrator to write to for each BREW debit request. Without this table Pre Pay BREW downloads fail. | 12 | 254824 |

Major Outages -- January 1, 2007 through December 31, 2007

| Date | Time Start | Time End | Duration | Geographic area | Element | Event | Impact | Root Cause/Resolution | Reported Trouble Tickets Per Tech Support (Reflects all tickets recorded by NTELOS for event and is not limited to ETC region being evaluated) | Number of customers potentially affected |
|----------|------------|------------|----------------|--|--------------------------------------|---|--|--|--|--|
| 09/28/07 | UNK | 12:00 noon | UNK | Norfolk, Richmond, Fredericksburg, Danville, Lynchburg, Martinsville, Roanoke, Staunton-Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Text Messaging | Problem with message store impacted certain line ranges of other carriers. Message store was deleted by Airwide to resolve. | Customers were unable to send text messages to certain line ranges controlled by other carriers | Problem with message store--Airwide is investigating | 323 | 254624 |
| 02/23/07 | 3:15 PM | 4:45 PM | 1 hr 30 mins | Norfolk BTA | 5ESS | Trunks were built on a new OIU. Sound quality issues developed. Impacted trunks were removed from service. | Customers in the Hampton Roads area reported hearing an echo in every call. | Trunks were built on a new OIU. Lucent Alert 07-0083b states that they have experienced sound quality issues in other markets with OIUs equipped with LPA931 version 4.9 circuit packs (which is exactly what we have). The type of trunks impacted by this were our mobile to mobile loop around trunks, so the area impacted was all of Hampton Roads. | 14 | 85776 |
| 10/18/07 | 12:23 PM | 1:27 PM | 1 hr 4 mins | Richmond BTA | Call Processing | A fault developed in CU 1 in ECP, so ECP switched to standby CU 0. While attempting to resolve a fault with CU 1 in ECP, a fault developed with CU 0. With faults in both CUs, the ECP stopped processing calls. | Customers report either having no signal or getting "all circuits busy" or fast busy. | ECP was stable and operating on stand-by CU. Local Operations team attempted to restore a discrepant CU outside the maintenance window. Active CU failed during restoration process. | 928 | 59984 |
| 11/06/07 | 10:49 AM | 11:18 AM | 29 mins | Richmond BTA | DS3s | At the Verizon Stuart Avenue office, a fuse feeding one of their DACS opened. Work was scheduled for maintenance window to replace it. Then, the fuse to back-up power distribution opened and their DACS lost power. About 75% of NTELOS's Richmond sites went out of service as a result of the outage. Verizon replaced both fuses and restored power to their equipment. | About 75% of Richmond sites were unable to process calls. | Power system problems at Verizon office. Most Richmond NTELOS sites served by a single Verizon DACS at Stuart Avenue office. | 7 | 47987 |
| 06/27/07 | 12:41 PM | 9:30 PM | 8 hrs 49 mins | Richmond BTA | DS3 | Verizon fiber was cut and DS3 went out of service. | Wednesday traffic was low enough that only two blocks occurred due to reduction in Type II trunks; however, four base transceiver stations were completely out of service and three base transceiver stations lost some traffic carriers. This created coverage holes that limited ability of customers to access network and increased dropped calls. | Verizon fiber cut caused Richmond DS3 outage that impacted seven cell sites and multiple Type II trunks. | 10 | 7159 |
| 08/16/07 | 9:00 PM | Varied | Varied | Richmond BTA | BTS | Wind and lightning damage related to storms disrupted power and telco to numerous sites and also damaged some BTS hardware. | Between 9 pm on August 16 and 3 am on August 17, there were 33 sites that lost service. | Wind and lightning damage | 33 | 11879 |
| 01/10/07 | 4:38 AM | 7:36 AM | 20 hrs 58 mins | Richmond BTA | Voicemail | Loaded ECP patch BWM24-0007. After patch was loaded, Richmond handsets roaming in other markets failed to get redirected to the Voice Mail platform. ECP BWM24-010 was loaded, and it resolved the discrepancy. | Richmond Handsets roaming in other markets were unable to receive voicemail. | MR170589 in BWM24-007 introduced a redirection problem. | 16 | 70783 |
| 10/18/07 | 1:00 AM | 1:00 AM | 8 days | Danville, Lynchburg, Martinsville, Roanoke, Staunton-Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Ring-Back | Preferred Voice loaded a new patch to the ring-back platform. The upgrade notice was not correctly distributed using the NTELOS High Risk Notice process, so the Operations Team was unaware of the change. The change occurred around the same time that Motorola equipment was upgraded to R19, so initial focus was on R19. Operations team generated a large volume of test calls, but they could scarcely reproduce the fault. Meanwhile, some subscribers complained of chronic troubles. The Ring-back feature was identified as the common element in troubles. Preferred Voice acknowledged loading a new patch around the time the trouble started, and they backed the patch out during the maintenance window to eliminate the 1-way audio trouble. | Customers using Ring-back feature reported having one-way audio issues. | Preferred Voice hosts the ring-back platform. Software Patch loaded by Preferred Voice caused a discrepancy. Details of patch load were poorly communicated to NTELOS, so trouble-shooting didn't focus on Ring-back platform and resolution was likely delayed. | 21 | 108864 |
| 06/08/07 | 2:20am | 5:00pm | 14 hrs 20 mins | Norfolk BTA | Acculink (which impacted Voice Mail) | A simultaneous failure of two redundant acculink shelves providing transport of the Glenayre SS7 links resulted in a total system outage to the voicemail platform. This outage occurred during an electrical storm. | Calls to voicemail got fast busy | Root cause was determined to be the simultaneous failure of redundant Acculink shelves providing the SS7 link paths to both Glenayre HDMU's. Office was evaluated by specialist, and a new grounding/lightning protection scheme was implemented to better protect electronics. | 1204 | 85776 |
| 07/25/07 | 12:05pm | 12:00 AM | 2 hrs 29 mins | Norfolk BTA | Voicemail | Acculink shelf failed and SS7 links to HDMU 1 of Norfolk Voicemail platform were lost. | Voice mail platform was operating at 50% capacity, so some access to platform was blocked. | Acculink failure. | 369 | 42888 |
| 04/18/07 | 4:18pm | 6:58am | 14 hrs 40 mins | Wytheville/Bland/Bastian | Fiber backhaul/ BTS OOS | A truck hit a utility pole outside of Wytheville, VA and a fiber line was cut. Several sites were OOS in the Wytheville/Bland/Bastian, VA areas due to the fiber break. NTELOS Wireline provides the backhaul, but KDL owns the fiber sheath. KDL spliced the fiber to restore service. | Customers were getting No Signal, Fast Busy or "all circuits busy" message around BTSs 441 thru 448 and 450 thru 452 | Fiber break | 17 | 1872 |
| 07/10/07 | 3:36pm | 12:00 AM | 4 hrs 17 mins | Winchester BTA | DS3 | There was an NTELOS wire-line fiber cut. There was no physically diverse path, so twenty-two (22) Winchester BTSs went out of service as well as two spans of Type II trunks. | There were 22 base stations and two spans of Type II trunks without service. Fifteen Winchester sites were served by microwave backhaul and remained in service. | NTELOS wire-line fiber cut between Front Royal and Winchester. | 42 | 1334 |
| 04/11/07 | 3:00 AM | 9:25am | 6 hrs 25 mins | Danville, Lynchburg, Martinsville, Roanoke, Staunton-Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | Voicemail | While Engineering team completed system maintenance, an error was introduced that prevented the use of *86 (to access voicemail) and other star codes. | Customers dialing *86 got a fast busy | Data entry error by WEO team. | 11 | 108864 |

Major Outages -- January 1, 2007 through December 31, 2007

| Date | Time Start | Time End | Duration | Geographic area | Element | Event | Impact | Root Cause/Resolution | Reported Trouble Tickets Per Tech Support (Reflects all tickets recorded by NTELOS for event and is not limited to ETC region being evaluated) | Number of customers potentially affected |
|----------|------------|----------|---------------|--|---------------------------------|--|---|---|---|---|
| 02/07/07 | 12:45am | 8:40am | 7 hrs 55 mins | Lynchburg and Charlottesville BTAs | DS3 | Wire-line telco was rerouting several DS3s, and Wire-line Tech in Roanoke inadvertently deleted wireless DS-3 circuit 10.HFGS.001933.CPW within Cisco SONET node NE 4032 located in Roanoke POP during the HR797 MOP process of moving and remapping Central Ring circuits between DWDM systems. The high risk notice that was distributed for Wireless failed to include the DS3 that was incorrectly mapped, so it was not immediately obvious that discrepancy was related to wire-line maintenance activities. DS3 was returned to original condition to restore service. | Attempts to call out gets "searching for service" or "no service". | A DS3 serving 15 sites in Lynchburg and five sites on Route 29 was mapped incorrectly. Sites affected were: BTS-102, BTS-103, BTS-107, BTS- 108, BTS-109, BTS-258, BTS-271, BTS-288, BTS- 289, BTS-292, BTS-294, BTS-295, BTS-298, BTS- 300, BTS-303, BTS-332, BTS-333 and BTS 350 | 10 | 2621 |
| 03/24/07 | 7:00 PM | 8:59 PM | 1d1h59m | Danville, Lynchburg, Martinsville, Roanoke, Staunton- Waynesboro, Charlottesville, Harrisonburg, and Winchester BTAs | CDN (Corporate Data Network) | Frame relay issue on CDN developed between Charleston and Waynesboro. Issue was resolved by re-routing the traffic. Traffic will be moved to a point-to-point at a later date as a permanent resolution. | VAW pre-pay customers in WV and vice versa were unable to originate/terminate calls. | Discrepant frame relay path | 322 | 51992 |